

## **23 Appendix M — WEB Confirmation Letter**



6/3/2003



## Confirmation of Monthly Pass Purchase

Dear Mr/Ms Customer

Thank you for ordering your Washington State Ferries monthly pass. We hope you find this payment method easy and convenient. We also hope it saves you time at our tollbooths. If we can improve our sales process, please let us know

Joe Customer

POB 123

Seattle, WA 98253

Pass Locator

200- 4,923

<u>Pass Information</u>	<u>Month</u>	<u>Qty</u>	<u>Unit Cost</u>	<u>Extnd Cost</u>
Mukilteo / Clinton	Apr 2003	1	\$38.20	\$38.20
<b>Grand Total:</b>				<b>\$38.20</b>

Conditions:

- Passes are non-refundable.
- Passes can only be ordered online from the 15th - 26th of the preceeding month. Orders are processed Monday - Friday, except holidays.
- There are a limited number of passes so be sure to get your order in early.

If you have any questions, please don't hesitate to contact us at [wsfinfo@wsdot.wa.gov](mailto:wsfinfo@wsdot.wa.gov) or at 1-888-808-7977.

Sincerely,  
Susan Harris-Huether  
Customer Information Manager